



STATE OF HAWAII  
**DEPARTMENT OF HUMAN SERVICES**

P.O. Box 339  
Honolulu, Hawaii 96809-0339

March 15, 2004

MEMORANDUM

TO: All Interested Applicants

FROM: Lillian B. Koller, Esq., Director

A handwritten signature in black ink, appearing to be "L. Koller", is written over the printed name of the Director.

SUBJECT: **REQUEST FOR PROPOSALS (RFP) – DOMESTIC VIOLENCE ADVOCACY SERVICES; RFP NO. HMS-903-04-08-S**

The Department is seeking to purchase the service listed above and further described in the attached RFP. The RFP provides information to assist applicants in the preparation of program plans and budget, including:

1. A description of the service sought;
2. Special requirements to be met by the provider;
3. The criteria by which qualifying proposals shall be reviewed/rated; and
4. The criteria for monitoring and evaluating the contract.

The RFP should be reviewed very closely as all parts of the RFP must be addressed. Informational meeting is scheduled for 1:00 P.M. to 3:00 P.M. on March 19, 2004, at the Department of Human Services (DHS), Benefit, Employment and Support Services Division (BESSD) Office, 820 Mililani Street, Suite 606, Honolulu, HI 96813. For more information, please call 586-7060.

In order for the proposals to be considered, all applicants are required to submit:

1. One (1) original and three (3) copies of the proposal, delivered to DHS, BESSD, Employment and Child Care Office (ECCPO), at 820 Mililani Street, Haseko Center, Suite 606, Honolulu, HI 96813.
2. Proposals shall be hand-delivered (including courier mail) by 4:30 P.M., Thursday, April 8, 2004, to the DHS, BESSD, Employment and Child Care Office (ECCPO), at 820 Mililani Street, Haseko Center, Suite 606, Honolulu, HI 96813. ALL MAIL-INS POSTMARKED AFTER 12:00 MIDNIGHT, APRIL 8, 2004, WILL NOT BE ACCEPTED FOR REVIEW AND WILL BE RETURNED.

Proposal and materials not requested by the department or submitted after the deadline will not be accepted for consideration.

Attachments

**Request For Proposals (RFP)**

Issued by:

State of Hawai'i

Department of Human Services  
Benefits, Employment and Support Services Division

for

**“Domestic Violence Advocacy Services”**

RFP Number: HMS-903-04-08-S

March 15, 2004

# **PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET**

**ALL MAIL-INS MUST BE POSTMARKED BY US MAIL  
BEFORE 12:00 MIDNIGHT, MARCH 31, 2004.**

**ONE ORIGINAL AND THREE COPIES OF THE PROPOSAL ARE REQUIRED.**

## **ALL MAIL-INS**

Department of Human Services  
BESSD Administration Office  
Employment and Child Care Program Office  
820 Mililani Street, Suite 606  
Honolulu, Hawaii 96813

## **DHS RFP COORDINATORS**

Ken Nakagawa  
For further information or inquiries  
Phone: 586-7060  
Fax: 586-5744

**ALL HAND DELIVERIES (INCLUDING COURIER SERVICES) WILL BE ACCEPTED  
AT THE FOLLOWING SITE UNTIL 4:30 P.M., MARCH 31, 2004.**

## **Drop-off Site**

### **For All Applicants:**

Department of Human Services  
BESSD Administration Office  
Employment and Child Care Program Office  
820 Mililani Street, Suite 606  
Honolulu, Hawaii 96813

**BE ADVISED: ALL MAIL-INS POSTMARKED AFTER 12:00 MIDNIGHT, MARCH 31,  
2004, WILL NOT BE ACCEPTED FOR REVIEW AND WILL BE  
RETURNED.**

**HAND DELIVERIES WILL NOT BE ACCEPTED AFTER 4:30 P.M.  
MARCH 31, 2004.**

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# **Section 1**

## **Administrative Overview**

## **Section 1**

### **Administrative Overview**

Applicants are encouraged to read each section of the RFP thoroughly. While sections such as the administrative overview may appear similar among RFPs, state purchasing agencies may add additional information as applicable. It is the responsibility of the applicant to understand the requirements of *each* RFP.

#### **I. Authority**

This RFP is issued under the provisions of the Hawaii Revised Statutes, Chapter 103F and its administrative rules. All prospective applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant.

#### **II. RFP Organization**

This RFP is organized into five sections:

***Section 1, Administrative Overview***--Provides applicants with an overview of the procurement process.

***Section 2, Service Specifications***--Provides applicants with a general description of the tasks to be performed, delineates applicant responsibilities, and defines deliverables (as applicable).

***Section 3, POS Proposal Application Instructions***--Describes the required format and content for the proposal application.

***Section 4, Proposal Evaluation***--Describes how proposals will be evaluated by the state purchasing agency.

***Section 5, Attachments*** --Provides applicants with information and forms necessary to complete the application.



### III. Contracting Office

The Contracting Office is responsible for overseeing the contract(s) resulting from this RFP, including system operations, fiscal agent operations, and monitoring and assessing provider performance. The Contracting Office is:

Department of Human Services, State of Hawaii  
Benefit, Employment and Support Services Division (BESSD)  
Employment and Child Care Program Office  
Haseko Center, 820 Mililani Street, Suite 606  
Honolulu, Hawaii 96813  
Phone: (808) 586-7060 Fax: (808) 586-5744

### IV. Procurement Timetable

Activity	Scheduled Date
Public notice announcing RFP	3/14/04
Distribution of RFP	3/15/04
RFP orientation session on Oahu (1:00pm – 3:00pm)	3/19/04
Closing date for submission of written questions for written responses	3/23/04
State purchasing agency's response to applicants' written questions	3/25/04
Proposal submittal deadline	4/08/04
Proposal evaluation period ends	4/15/04
Provider selection and award	4/16/04
Notice of statement of findings and decisions	4/21/04
Date of contract execution	6/15/04
Contract start date	7/1/04

### V. Orientation

An orientation for applicants in reference to the request for proposals will be held on Friday, March 19, 2004 from 1:00pm. to 3:00pm at the Department of Human Services (DHS), Benefit, Employment and Support Services Division (BESSD) Office, Employment and Child Care Program Office, 820 Mililani St., Suite 606, Honolulu, HI 96813. Applicants are encouraged to submit written questions prior to the orientation. Impromptu questions will be permitted and spontaneous answers provided at the orientation at the state purchasing agency's discretion. Verbal answers provided at the orientation are only intended as general direction and may not represent the state purchasing agency's position. Formal official responses will be provided in writing. To ensure a written response, any oral questions should be submitted in writing following the close of the orientation, but no later than the submittal deadline for written questions indicated in the next paragraph (VI. Submission of Questions) in order to generate a written state purchasing agency response.

## VI. Submission of Questions

Applicants may submit questions to the RFP Contact Person identified in Section 2 of this RFP. The deadline for submission of written questions is 4:30 p.m. H.S.T., on March 23, 2004. All written questions will receive a written response from the state purchasing agency. State purchasing agency responses to applicant written questions will be sent by March 25, 2004.

## VII. Submission of Proposals

Proposals must contain all components. Please refer to the Competitive POS Application Checklist (Section 5, Attachment A) for information on: 1) where to obtain the forms/instructions; 2) additional program specific requirements; and 3) the order in which all components of the application should be assembled and submitted to the state purchasing agency. Proposals must contain the following components:

- (1) ***POS Proposal Application (Form SPO-H-200A), including Title Page (Form SPO-H-200) and Table of Contents*** - Applicant shall submit comprehensive narratives that addresses all of the issues contained in the POS Proposal Application Instructions, including a cost proposal/budget. (Refer to Section 3 of this RFP.)
- (2) ***Competitive POS Application Check List*** – Provides applicants with information on where to obtain the required forms; information on program specific requirements; and the order in which all components should be assembled and submitted to the state purchasing agency.
- (3) ***Registration Form (SPO-H-100A)*** – If applicant is not pre-registered with the State Procurement Office (business status), this form must be submitted with the application. If applicant is unsure as to their pre-registration status, they may check the State Procurement Office website at:  
<http://www.state.hi.gov>  
 Click on *Health and Human Services*  
 Click on *The Registered List of Private Providers for Use with the Competitive Method of Procurement*  
 or call the purchasing agency at 586-7060 or the State Procurement Office at 587-4706.
- (4) ***Certifications*** - Federal and/or State certifications, as applicable.
- (5) ***Program Specific Requirements*** - Additional program specific requirements are included in Sections 2 and/or 3, Service Specifications and the POS Proposal Application, as applicable.

Multiple or alternate proposals shall **not** be accepted unless specifically provided for in Section 2 of this RFP. In the event alternate proposals are **not** accepted and an applicant submits alternate proposals but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant.

One original and three copies of the proposal are required. Proposals must be postmarked or hand delivered by the date and time designated on the Proposal Mail-In and Delivery Information Sheet attached to this RFP. Any proposal post-marked or received after the designated date and time shall be rejected. State purchasing agency shall not accept faxed proposals and/or submission of diskettes by applicants.

### **VIII. Discussions with Applicants Prior to, or After Proposal Submittal Deadline**

Discussions may be conducted with applicants who submit proposals determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions, in accordance with the administrative rules.

### **IX. Additional Materials and Documentation**

Upon request from the state purchasing agency, each applicant shall submit any additional materials and documentation reasonably required by the state purchasing agency in its evaluation of the proposals.

### **X. RFP Amendments**

The State reserves the right to amend this RFP at any time prior to the closing date for the final revised proposals.

### **XI. Final Revised Proposals**

The applicant's final revised proposal, *as applicable* to this RFP, must be postmarked or hand delivered by the date and time specified by the state purchasing agency. Any final revised proposal post-marked or received after the designated date and time will be rejected. If a final revised proposal is not submitted, the previous submittal will be construed as their best and final offer/proposal. *Only the section(s) of the proposal that are amended shall be submitted by the applicant, along with the POS Proposal Application Title Page (SPO-H-200).* After final revised proposals are received, final evaluations will be conducted for an award.

## **XII. Cancellation of Request for Proposal**

The request for proposal may be canceled and any or all proposals may be rejected in whole or in part, when it is determined to be in the best interests of the State.

## **XIII. Costs for Proposal Preparation**

Any costs incurred by applicants in preparing or submitting a proposal are the applicants' sole responsibility.

## **XIV. Provider Participation in Planning**

Provider participation in a state purchasing agency's efforts to plan for or to purchase health and human services prior to the state purchasing agency's release of a request for proposals, including the sharing of information on community needs, best practices, and providers' resources, shall not disqualify providers from submitting proposals if conducted in accordance with sections 3-142-203 and 3-143-618 of the Hawaii Administrative Rules for Chapter 103F, HRS.

## **XV. Rejection of Proposals**

The State reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP and which demonstrate an understanding of the problems involved and comply with the service specifications. Any proposal offering any other set of terms and conditions contradictory to those included in this RFP may be rejected without further notice.

A proposal may be automatically rejected for any one or more of the following reasons: (Relevant sections of the Hawaii Administrative Rules for Chapter 103F, HRS are parenthesized)

- (1) Rejection for failure to cooperate or deal in good faith.  
(Section 3-141-201)
- (2) Rejection for inadequate accounting system. (Section 3-141-202)
- (3) Late proposals (Section 3-143-603)
- (4) Inadequate response to request for proposals (Section 3-143-609)
- (5) Proposal not responsive (Section 3-143-610 (1))
- (6) Applicant not responsible (Section 3-143-610 (2))

## **XVI. Opening of Proposals**

Upon receipt of proposal by a state purchasing agency at a designated location, proposals, modifications to proposals, and withdrawals of proposals shall be date-

stamped and, when possible, time-stamped. All documents so received shall be held in a secure place by the state purchasing agency and not examined for evaluation purposes until the submittal deadline.

Procurement files shall be open to public inspection after a contract has been awarded and executed by all parties.

## **XVII. Notice of Award**

A Notice of Award containing a statement of findings and decision shall be provided to all applicants by mail upon completion of the evaluation of competitive purchase of service proposals.

## **XVIII. Protests**

Any applicant may file a protest (using a prescribed form provided by the administrator of the State Procurement Office available on the State Procurement Office Website whose address is on the Competitive POS Application Checklist located in the Attachments section of this RFP) against the awarding of the contract as long as an original and two copies of the protest is served upon the head of the state purchasing agency that conducted the protested procurement, and the procurement officer who handled the protested procurement, by United States mail, or by hand-delivery. A Notice of Protest regarding an award of contract and related matters that arise in connection with a procurement made under a competitive purchase of services shall be served within five working days of the postmark of the notice of findings and decision sent to the protester. The Notice of Protest form, SPO-H-801, is available on the SPO website (see the POS Proposal Checklist in Section 5 of this RFP). Only the following matters may be protested:

- (1) a state purchasing agency's failure to follow procedures established by Chapter 103F of the Hawaii Revised Statutes;
- (2) a state purchasing agency's failure to follow any rule established by Chapter 103F of the Hawaii Revised Statutes; and
- (3) a state purchasing agency's failure to follow any procedure, requirement, or evaluation criterion in a request for proposals issued by the state purchasing agency.

<b>Head of State Purchasing Agency</b>	<b>Procurement Officer</b>
Name: Lillian B. Koller, Esq.	Edwin Igarashi
Director	Procurement Officer
P.O. Box 339	P.O. Box 339
Honolulu, HI 96809-0339	Honolulu, HI 96809-0339

## **XIX. Availability of Funds**

The award of a contract and any allowed renewal or extension thereof, is subject to allotments to be made by the Director of Finance, State of Hawaii, pursuant to Chapter 37, Hawaii Revised Statutes, and subject to the availability of State and/or Federal funds.

## **XX. Criteria by Which the Performance of the Contract Will be Monitored and Evaluated**

The criteria by which the performance of the contract will be monitored and evaluated are:

- (1) Performance/Outcome Measures
- (2) Output Measures
- (3) Quality of Care/Quality of Services
- (4) Financial Management
- (5) Administrative Requirements

## **XXI. General and Special Conditions of Contract**

The general conditions that will be imposed contractually are on the SPO website (see the POS Proposal Application Checklist in Section 5 of this RFP for the address). Special conditions may also be imposed contractually by the state purchasing agency, as deemed necessary.

## **XXII. Cost Principles**

In order to promote uniform purchasing practices among state purchasing agencies procuring health and human services under Chapter 103F, HRS, state purchasing agencies will utilize standard cost principles outlined in Form SPO-H-201 which is available on the SPO Website (see the POS Proposal Application Checklist in Section 5 of this RFP). Nothing in this section shall be construed to create an exemption from any cost principle arising under federal law.

# **Section 2**

## **Service Specifications**

## **Section 2**

### **Service Specifications**

#### **I. Introduction**

##### **A. Background**

The State of Hawaii, Department of Human Services, hereafter called the Department, is requesting proposals from qualified applicants to provide domestic violence advocacy services for Temporary Assistance to Needy Families (TANF) and Temporary Assistance to Other Needy Families (TAONF) program recipients who have or are currently experiencing issues of safety and functioning related to Domestic Violence which would adversely effect their ability to become self-sufficient. The Public Law 104-193, "Personal Responsibility and Work Opportunity Reconciliation Act of 1996" (PRWORA) and 45 CFR 260.50 through 260.59 authorizes the provision of such services to TANF clients.

##### **B. Purpose or Need**

The State of Hawaii, Department of Human Services, hereafter called the Department, is requesting proposals from qualified applicants to provide domestic violence advocacy services for Temporary Assistance to Needy Families (TANF) and Temporary Assistance to Other Needy Families (TAONF) program recipients who have or are currently experiencing issues of safety and functioning related to Domestic Violence which would adversely effect their ability to become self-sufficient. The Public Law 104-193, "Personal Responsibility and Work Opportunity Reconciliation Act of 1996" (PRWORA) and 45 CFR 260.50 through 260.59 authorizes the provision of such services to TANF clients.

##### **C. Description of the goals of the service**

The goal of this project is to provide advocacy services to all referred TANF and TAONF recipients statewide who are presently confronting Domestic Violence related issues, enable them to overcome the barriers presented by Domestic Violence, and allow them to effectively participate in the First-to-Work program. It is estimated that there will be an average of 50 referrals a month statewide over the term of this contract. Bidders may bid for right to provide service in one or more counties. This will be further described in section III, Scope of Work.



**D. Description of the target population to be served**

The population to be served are the adult TANF and TAONF recipients of the Benefit, Employment and Support Services Division (BESSD), who are currently exempt from work requirements due to domestic violence related issues.

The Department reserves the right to change the target population to include clients who are mandatory for work requirements after 30 days notice being afforded to the provider affected for the duration of these contract or supplemental agreement(s).

**E. Geographic coverage of service**

The provider/contractor will be required to serve the TANF and TAONF eligible domestic violence victim population statewide or for the geographic areas (counties) where the contract is awarded.

**F. Probable funding amounts, source, and period of availability**

This contract is expected to be Federally funded. The maximum amount of funding for fiscal year 2005 (July 1, 2004 through June 30, 2005) is \$750,000 and \$750,000 for each of the two (2) twelve-month extensions subject to availability of funds and provider performance. Contract periods and probable funding for each site is as follows:

The Oahu contract period is for 7/1/2004 to 6/30/2005. Probable funding for this contract is \$400,000, subject to the availability of funds and determination of satisfactory performance. Funding includes a \$100 performance bonus for up to 200 clients.

The East Hawaii contract period is for 7/1/2004 to 6/30/2005. Probable funding for this contract is \$70,000, subject to the availability of funds and determination of satisfactory performance. Funding includes a \$100 performance bonus for up to 35 clients.

The West Hawaii contract period is for 7/1/2004 to 6/30/2005. Probable funding for this contract is \$46,000, subject to the availability of funds and determination of satisfactory performance. Funding includes a \$100 performance bonus for up to 20 clients.

The Kauai contract period is for 7/1/2004 to 6/30/2005. Probable funding for this contract is \$40,000, subject to the availability of funds and determination of satisfactory performance. Funding includes a \$100 performance bonus for up to 15 clients.

The Maui contract (includes the islands of Molokai and Lanai) period is for 7/1/2004 to 6/30/2005. Probable funding for this contract is \$69,000, subject to the availability of funds and determination of satisfactory performance. Funding includes a \$100 performance bonus up to 30 clients.

\$125,000 shall be available for provision of legal services statewide as necessary. Please see III. Scope of Work A.9 for further details regarding the use of funds for legal services. \$125,000 per year will be available for supplemental agreement subject to approval and availability of funds.

## II. General Requirements

### A. Specific qualifications or requirements, including but not limited to licensure or accreditation

The applicant shall comply with the Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201 (Effective 10/1/98), which can be found on the SPO website (See Section 5, POS Proposal Checklist, for the website address).

### B. Secondary purchaser participation (Refer to §3-143-608, HAR)

There are no planned secondary purchasers. After-the-fact secondary purchases will be allowed.

### C. Multiple or alternate proposals (Refer to §3-143-605, HAR)

☒ Allowed ☐ Unallowed

Multiple or alternate proposals will be considered if the bidder offers to provide services for one or more counties.

### D. Single or multiple contracts to be awarded (Refer to §3-143-206, HAR)

☐ Single ☐ Multiple ☒ Single & Multiple

Criteria for multiple awards:

A single contract may be awarded to a proposal that demonstrates the ability to provide a comprehensive and efficient domestic violence service for each county statewide.

Conversely, multiple contracts may be awarded to each individual proposal that demonstrates a more efficient and comprehensive domestic violence service that would be provided in their own respective county.

**E. Single or multi-term contracts to be awarded**  
(Refer to §3-149-302, HAR)

☐ Single term ( $\leq 2$  yrs.)

☒ Multi-term ( $> 2$  yrs.)

Contract terms:

A single term contract for a duration of twelve (12) months, with the option of two (2) twelve-month extensions subject to availability of funds and provider performance

**F. RFP contact person**

The individual listed below is the sole point of contact from the date of release of this RFP until the selection of the winning provider or providers. Written questions should be submitted to the RFP contact person and received on or before the day and time specified in Section I, Item IV (Procurement Timetable) of this RFP.

Ken Nakagawa, ph. 586-7060

### **III. Scope of Work**

The State of Hawaii, Department of Human Services, Benefit, Employment & Support Services Division (BESSD) intends to procure domestic violence advocacy services for TANF and TAONF recipients who have or are currently experiencing issues of safety and functioning related to Domestic Violence which would adversely effect their ability to become self-sufficient and employable. The scope of work encompasses the following tasks and responsibilities:

**A. Service Activities (Minimum and/or mandatory tasks and responsibilities)**

**1. Administrative Duties:**

- Provider shall oversee the services provided to the Department's domestic violence clients as described below. The Provider is responsible for the supervision of its advocates and/or other staff. The Provider shall be the point of contact for the other providers or Department staff who may also be assisting the client in achieving self-sufficiency as part of the client's service plan.

- Provider shall make referrals to community partners, and other providers of services as most appropriate to address client's treatment related needs.
- Provider shall maintain a client database to track the client's progress through the Domestic Violence program.
- Provider shall prepare monthly reports and invoices as required by the Department. A monthly invoice shall be prepared and mailed to the Department by the 10<sup>th</sup> of each month. Monthly invoices shall include when applicable, itemized charges for assessments, case management, and legal services.

**2. Provider Training:**

- Provider staff shall comply with all appropriate federal and state laws, rules and regulations, and policies and procedures governing the State run programs involved, including but not limited to TANF, TAONF, First-to-Work, Child Care Connection, and Child Support Enforcement. Training shall be provided by the Department, if necessary.
- Access to and release of confidential client information shall be allowed in accordance with HRS Chapter 346 and HAR § 17-601.

**3. Training of Department Staff:**

- Provider shall provide training to Department staff on the identification of domestic violence victims. Department eligibility staff shall be trained on how to approach the subject of domestic violence and how to maintain sensitivity on this issue.
- Provider shall provide training to the Department staff and it's agents on transition of the domestic violence victim when the exemption ends and the client moves toward self-sufficiency.
- Provider shall provide on-going training for Department staff as needed.

**4. Intake/Orientation:**

- The Provider shall provide intake services for TANF and TAONF clients who have declared themselves to be victims of domestic violence. The clients shall be referred to the Provider by the Department after having completed a Self-Declaration Screening Form

developed by the Department. The client shall hand-carry the completed form to the Provider. The client shall contact the Provider and make an appointment for an assessment. The Department may assist the client to make the appointment. TANF or TAONF clients who “walk-in” to the Provider’s office shall be referred back to the Department to complete the Self-Declaration Screening Form and be referred to the Provider by the Department.

#### **5. Assessment Services:**

- The Provider shall interview the client for an assessment at the scheduled appointment time and a case file shall be set up containing information specific to the client’s domestic violence circumstances. Based on the Self-Declaration Screening Form hand-carried by the client to the Provider, the client shall provide verification to the Provider to enable the Provider to determine whether or not the client is eligible for a domestic violence exemption. The Provider has 15 (fifteen) calendar days from the date of appointment to make a disposition and forward the reply copies of the Self-Declaration Screening Form to the client in a safe manner and the appropriate Department staff. The Provider shall inform the appropriate Department staff of the outcome of the assessment whether the client is in a domestic violence situation or not. If the Provider determines the client has domestic violence issues preventing the client from working, the clients shall be considered exempt from employment requirements and assistance payments shall not count toward the time-limit restrictions.
- Assessment services shall be provided to the TANF or TAONF client who is in a domestic violence situation and whose condition is a barrier to employment. Assessment services shall include but are not limited to the following: status as a victim, lethality of the perpetrator, emergency safety planning if needed, medical/mental health needs and referrals, economic self-sufficiency, readiness for change, referral for legal services, family support, referral to other treatment related resources.
- Provider shall assess and identify victims of domestic violence and evaluate the individual circumstances focusing on identification of barriers to self-sufficiency that require intervention. If a situation of domestic violence exists, the Provider shall inform the Department in writing. The Provider shall also make recommendations to the Department if there should be a good cause exemption to pursuit of child support enforcement. The Department shall make the final determination of child support exemption. These exemptions shall be

in force for the period necessary to provide the client safety or time to obtain the services that would allow the client to effectively participate in their plan to achieve self-sufficiency.

- Provider shall only be compensated \$150 for assessment services per client, if it is determined after the assessment that the client does not meet the criteria for a domestic violence exemption, or the client decides not to accept the services of the Provider.

#### **6. Case Management:**

- Case management shall include but is not limited to the following: individual/group counseling (treating clinical depression, post traumatic stress), how to problem-solve the effects of domestic violence on the children; how to deal with behaviors of the partner or the former partner; and appropriate boundary setting, safety planning in daily living and on the job.
- Provider shall develop an individual service plan (ISP) to respond to individual client's treatment/safety needs. The Provider shall confer with the administratively assigned Department First-to-Work (FTW) units (including contracted FTW units) to determine whether it is in the best interest of the client to engage in employment training activities to pursue self-sufficiency while completing the treatment plan with the domestic violence agency. The case conferences between the Provider and the FTW units shall take place after the development of the ISP for the client. The client, if determined to be capable of employment training activities, may be placed in any one or more of the following activities through the FTW program: job readiness, remedial education, vocational training, etc., in accordance with HAR §17-656.1. Domestic violence counseling would continue concurrently with the activities as a means of beginning the client's transition to employment. Also, supportive services (discussed below) will be available through the appropriate FTW Unit.

#### **7. Reassessment:**

- Provider shall provide a reassessment of the client at the end of the first six-month period of exemption from work requirements. The Department shall be notified of the results of the reassessment.
- Provider may recommend another six-month exemption if reassessment indicates that client has not resolved the issues associated with domestic violence. The Department shall be informed of the appropriate recommendation.

- Provider shall provide coordination of the referral to the First-to-Work staff once the client has overcome the domestic violence issues.

**8. Mental Health Assessment:**

- Provider shall refer client for a mental health assessment if necessary, to determine primary/secondary concerns. Substance abuse, clinical depression, suicide/homicide ideation, personality disorders, panic disorder and post traumatic stress disorder shall be routinely screened in the mental health assessment sessions. Referrals should be coordinated through the clients primary care physician unless on Med-Quest.
- Provider shall refer the client to the Department's medical providers for medical services. The Provider shall not provide any direct medical services.

**9. Legal Services:**

- Provider shall exhaust all the legal services available in the community at a minimal or no cost to the public before drawing on the appropriated funds for legal services in the contract.
- Provider shall assist clients with legal advice and counsel, brief service or full representation in the areas that relate to the safety and protection of the client.
- Payment for legal services shall have a per client limit of \$2,500. The total annual funding available for this service is \$125,000.

**10. Supportive Services:**

- Provider shall make available supportive services such as: referral to law enforcement intervention, child care, interpreter services and employment services. Provider shall refer the client to services provided by the Department, i.e. medical services, child care, transportation, interpreter services, employment services, etc.

**B. Management Requirements (Minimum and/or mandatory requirements)**

**1. Personnel**

The Provider shall determine the number of staff required to provide the contracted services and shall address the qualifications of their personnel to conduct this service. The Provider shall provide direct case

management services to a minimum of 35 clients per month and assessment services to approximately 50 clients per month, based on statewide estimates. Provider shall hire the staff on an incremental basis as the caseload increases beyond the projected numbers for the contract term. The caseload standard for each counselor will be 35 clients per month. The client referrals are estimated to be as follows:

<b>Island</b>	<b>Assessment</b>	<b>Case Management</b>	<b>Total</b>
Oahu	60	140	200
East Hawaii	10	25	35
West Hawaii	6	14	20
Maui	9	21	30
Kauai	5	10	15
<b>Total</b>	<b>90</b>	<b>210</b>	<b>300</b>

The Provider may opt to use their existing staff to dispense their obligations under the contract. However, they must prorate the work time of the staff in accordance with the total time spent on the work/activities required under this contract.

The Provider must prorate the time of the staff if their caseload falls below the maximum staff is required to carry. For example, a staff member is hired full-time to carry an average of 35 cases but is carrying only 17 cases, the Provider must prorate their work time and wages in accord with the decrease in the caseload. In this scenario, the Provider would pay for half-time work and wages.

The Provider on Kauai and Kona is expected to hire a part-time case manager until the caseload has increased beyond 35 cases per case manager/counselor during the current or subsequent fiscal years.

The Provider on Oahu and Maui is expected to hire one (1) full-time case manager initially and increase the number of case managers as the case load goes beyond the maximum of 35 cases per case manager/counselor in the current or subsequent fiscal years.

## **2. Administrative**

The Provider shall address the administrative duties as Provider and of supervising contracted personnel.

### **A. Intention to Propose**

Each proposal shall be submitted in the format prescribed and all portions addressed. In order to be in compliance with ACT 314, SLH 1996, all proposals must include a valid State (or current application



for tax clearance) and IRS Tax Clearance Certificate in order to be considered.

## **B. Application Costs**

The Department will not pay for any costs incurred by applicants prior to the effective date of a contract. All costs incurred in the preparation of a proposal in response to the Department's RFP (including travel expenses to attend any informational sessions, applicant's conference or negotiation sessions, if held) are the sole responsibility of the applicant.

## **C. Proposal Preparation**

Only hard copy proposals shall be accepted. Proposals should be without elaborate art work, binding, printing, or materials not essential to its utility and clarity. Graphs, charts and matrices are acceptable, but should also be backed-up by a clearly written narrative. We require an original and three (3) sets of each proposal to the Department.

## **D. Disposition of Proposals**

All proposals become the property of the State of Hawaii. The successful proposal will be incorporated into the resulting contract by reference. Material breaches of contract may result in termination of the contract.

## **E. Execution of Contract**

The successful offeror will be required to enter into a formal written contract with the Department in accordance with the laws, rules and regulations of the State of Hawaii.

The stated requirements appearing elsewhere in this RFP shall become part of the terms and conditions of the resulting contract. Any deviations therefrom must be specifically defined by the offeror in its proposal which, if successful, will become part of the contract.

The funds available for this project are limited. The Department reserves the right to contract for only those services which appear to be in the best interests of the State.

The Department reserves the right to reduce the appropriated contract amount with 30 (thirty) calendar days notice due to decrease in the

number of participants needing services in the program. This clause is applicable to the subsequent contract extensions only.

The Department reserves the right to cancel the contract without cause and request new proposals for the services. Upon acceptance of the proposal, the Department will forward the formal contract to the successful offeror for execution. The contract shall be signed by the successful offeror and returned, together with required insurance documents (including indemnification), and other supporting documents, within ten (10) calendar days after receipt by the offeror, or within such further time as the Director may allow.

No such contract shall be binding upon the Department until the contract has been fully and properly executed by all the parties thereto prior to the start date of the contract and the State Comptroller has, in accordance with Section 103-39, Hawaii Revised Statutes, endorsed thereon his certificate that there is an appropriation or balance of an appropriation over and above all outstanding contracts, sufficient to cover the amount required by the contract during the fiscal year. Further, the contract shall not be considered to be fully executed unless the Department of the Attorney General of the State of Hawaii has approved the contract as to form.

No supplementary agreement shall be binding upon the Department until the agreement has been fully and properly executed by all parties thereto prior to the start date of agreement. The provider shall not provide any services until the agreement is fully and properly executed.

Any work performed by the successful offeror prior to receipt of a Notice to Proceed shall be at the offeror's own risk and expense. The State of Hawaii and the Department are not and will not be liable for any work, contract costs, expenses, loss of profits or damages whatsoever incurred by the successful offeror prior to the receipt of a Notice to Proceed.

### **3. Quality assurance and evaluation specifications**

The contract shall be evaluated based upon performance as described in section III, Scope of Work, listed above. The contract will also be reviewed for overall cost effectiveness based upon the overall cost compared to the performance outcome.

### **4. Output and performance/outcome measurements**

The performance of the Provider shall be measured by the specifications described as follows:

For the first six months of the contract, Provider must be able to serve at least 200 clients on Oahu, 15 clients on Kauai, 35 clients in East Hawaii, 20 clients in West Hawaii, and 30 clients in Maui, which includes Molokai and Lanai.

Sixty (60%) percent of the total referrals shall move from exempt status to mandatory status before or on the expiration of the six (6) month exemption period and upon the successful completion of the individual service plan (ISP), see Section III, A.6. Of the remaining exempt clients who have been extended for another six months, all will become mandatory at the end of twelve (12) months or be found to be exempt by DHS staff for other reasons.

For each client who moves from exempt status to mandatory status and who completes an ISP on or before the expiration of the six (6) month exemption period, the provider shall receive a \$100 performance bonus. This bonus shall be paid to the domestic violence services Provider at the end of the contract period.

#### **5. Reporting requirements for program and fiscal data**

Monthly reports shall be prepared separately for each island and submitted to the Department. Reports shall contain the following information:

- 1) the number of clients reporting for assessment;
- 2) the number of clients completing assessments;
- 3) the number of clients assessed with no domestic violence issues;
- 4) the number of clients needing individual service plans (ISP);
- 5) the number of clients completing ISP within six months;
- 6) the number of clients completing ISP after six months following reassessment;
- 7) the number of clients receiving paid legal services;
- 8) the number of clients determined to have other exemptions after twelve months of domestic violence exemption;
- 9) the number of cases closed;
- 10) the number of cases closed after completing assessment;
- 11) the number of cases closed after completing ISP;
- 12) the number of cases closed for failure to participate.

#### **6. Pricing structure or pricing methodology to be used**

This is a cost reimbursement type contract. The cost reimbursement pricing structure reflects a purchase arrangement in which the State pays the contractor for budgeted costs that are actually incurred in delivering the services specified in the contract, up to a stated maximum obligation. The cost reimbursement may be subject to verification.

There is no limitation on the number of referrals the Provider may receive or clients the Provider may accept. However there is a limit of \$750,000 on the total cost of the contract. See Section 3, sub-section V (A) (1) for pricing structure

**7. Units of service and unit rate**

Not applicable.

# **Section 3**

## **POS Proposal Application**

## Section 3

### POS Proposal Application Instructions

#### General instructions for completing applications:

- *POS Proposal Applications shall be submitted to the state purchasing agency using the prescribed format outlined in this section.*
- *The numerical outline for the application, the titles/subtitles, and the applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section however may be omitted.*
- *Page numbering of the POS Proposal Application should be consecutive, beginning with page one and continuing through the complete proposal.*
- *Proposals may be submitted in a three ring binder (Optional).*
- *Tabbing of sections (Recommended).*
- *Applicants must also include a Table of Contents with the POS Proposal Application. A sample format is reflected in Section 5, Attachment B of this RFP.*
- *A written response is required for **each** item unless indicated otherwise. Failure to answer any of the items will impact upon an applicant's score.*
- *Applicants are encouraged to take Section 4, Proposal Evaluation, into consideration when completing the proposal.*
- *This form (SPO-H-200A) is available on the SPO Website (for the website address see the Competitive POS Application Checklist in Section 5, Attachments). However, the form will not include items specific to each RFP. If using the website form, the applicant must include all items listed in this section.*

#### The POS Proposal Application comprises the following sections:

- *Title Page*
- *Table of Contents*
- *Background and Summary*
- *Experience and Capability*
- *Personnel: Project Organization and Staffing*
- *Service Delivery*
- *Financial*
- *Other*

## **I. Background and Summary**

This section shall clearly and concisely summarize and highlight the contents of the proposal in such a way as to provide the State with a broad understanding of the entire proposal. Include a brief description of the applicants' organization, the goals and objectives related to the service activity, and how the proposed service is designed to meet the problem/need identified in the service specifications.

## **II. Experience and Capability**

### **A. Necessary Skills and Experience**

The applicant shall demonstrate that it has the necessary skills, abilities, knowledge of, and experience relating to the delivery of the proposed services. The applicant shall also provide a listing of verifiable experience with projects or contracts for the most recent five years that are pertinent to the proposed services.

### **B. Quality Assurance and Evaluation**

The applicant shall describe its quality assurance and evaluation plans for the proposed services, including methodology.

### **C. Coordination of Services**

The applicant shall demonstrate the capability to coordinate services with other agencies and resources in the community.

### **D. Facilities**

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the proposed services. If facilities are not presently available, describe plans to secure facilities. Also describe how the facilities meet ADA requirements, as applicable, and special equipment that may be required for the services.

## **III. Personnel: Project Organization and Staffing**

### **A. Proposed Staffing**

The applicant shall describe the proposed staffing pattern, client/staff ratio and proposed caseload capacity appropriate for the viability of the services. (Refer to the personnel requirements in the Service Specifications, as applicable.)

**B. Staff Qualifications**

The applicant shall provide the minimum qualifications (including experience) for staff assigned to the program. (Refer to the qualifications in the Service Specifications, as applicable)

**C. Supervision and Training**

The applicant shall describe its ability to supervise, train and provide administrative direction relative to the delivery of the proposed services.

**D. Organization Chart**

The applicant shall reflect the position of each staff and line of responsibility/supervision. (Include position title, name and full time equivalency) Both the "Organization-wide" and "Program" organization charts shall be attached to the POS Proposal Application.

**IV. Service Delivery**

The Service Delivery Section shall include a detailed discussion of the applicant's approach to applicable service activities and management requirements from Section 2, Item III. - Scope of Work, including (if indicated) a work plan of all service activities and tasks to be completed, related work assignments/responsibilities and timelines/schedules.

**V. Financial**

**A. Pricing Structure**

Applicants shall submit a cost proposal utilizing the pricing structure designated by the state purchasing agency. The cost proposal shall be attached to the POS Proposal Application.

**1) Pricing Structure Based on Cost Reimbursement**

The cost reimbursement pricing structure reflects a purchase arrangement in which the State pays the contractor for budgeted costs that are actually incurred in delivering the services specified in the contract, up to a stated maximum obligation. The cost reimbursement may be subject to verification.

The purchasing agency shall consider cost proposals on a "cost type" or "pure reimbursement" pricing structure from the applicants who are non-



profit organizations licensed to do business in the State of Hawaii. "Cost type" involves payment of all incurred costs within a predetermined total estimate cost.

The purchasing agency shall consider cost proposals based on a "cost-plus-fixed-fee" from the applicants who are for-profit organizations licensed to do business in the State of Hawaii. "Cost-plus-fixed-fee" allows for payment of all incurred costs within a predetermined amount plus an agreed upon fee which will not change. The purchasing agency anticipates these fees to be limited to 10% or less of the contract award. These fees also need to be built within the contract ceiling.

The purchasing agency shall select the applicable cost proposals subject to the legal standing of the applicant organization; i.e., non-profit or for-profit and that are in the best interests of the State of Hawaii.

Please note, however, that the department reserves the right to negotiate the finalized amount of fixed fees within the limits discussed above.

The following budget form(s) which are contained in the POS manual shall be submitted with the POS Proposal Application:

SPO-H-205  
SPO-H-205A  
SPO-H-205B  
SPO-H-206A  
SPO-H-206B  
SPO-H-206C  
SPO-H-206D  
SPO-H-206E  
SPO-H-206F  
SPO-H-206G  
SPO-H-206H  
SPO-H-206I  
SPO-H-206J

## **B. Other Financial Related Materials**

### **1) Accounting System**

In order to determine the adequacy of the applicant's accounting system as described under the administrative rules, the following documents are requested as part of the POS Proposal Application (may be attached):

Audit Report (most recent)

**2) Tax Clearance Certificate (Form A-6)**

An original or certified copy of a current (within 3 months), valid tax clearance certificate issued by the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS) shall be submitted with the proposal by the due date and time. The two-part Tax Clearance Application (Form A-6) that combines DOTAX and IRS tax clearance shall be used for this purpose.

**VI. Other**

**A. Litigation**

The applicant shall disclose any pending litigation to which they are a party, including the disclosure of any outstanding judgement. If applicable, please explain.

# **Section 4**

## **Proposal Evaluation**

## Section 4 Proposal Evaluation

### I. Introduction

The evaluation of proposals received in response to the RFP will be conducted comprehensively, fairly and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

### II. Evaluation Process

The procurement officer or an evaluation committee of designated reviewers selected by the head of the state purchasing agency or procurement officer shall review and evaluate proposals. When an evaluation committee is utilized, the committee will be comprised of individuals with experience in, knowledge of, and program responsibility for program service and financing.

The evaluation will be conducted in three phases as follows:

- Phase 1 - Evaluation of Proposal Requirements
- Phase 2 - Evaluation of POS Proposal Application
- Phase 3 - Recommendation for Award

#### A. Evaluation Categories and Threshold

<u>Evaluation Categories</u>		<u>Possible Points</u>
<b>Mandatory Requirements</b>		<b>Pass or Rejected</b>
<b><i>POS Proposal Application</i></b>		<b>100 Points</b>
Background and Summary	10 points	
Experience and Capability	20 points	
Personnel: Project Organization and Staffing	10 points	
Service Delivery	50 points	
Financial	10 Points	
<b>TOTAL POSSIBLE POINTS</b>		<b>100 Points</b>

### III. Evaluation Criteria

#### A. Phase 1 - Evaluation of Proposal Requirements

##### (1) *Administrative Requirements*

- Application Checklist
- Registration (if not pre-registered with the State Procurement Office)
- Tax Clearance Certificate
- Certifications

**(2) *POS Proposal Application Requirements***

- POS Application Title Page (Form SPO-H-200)
- Table of Contents
- Background and Summary
- Experience and Capability
- Personnel: Project Organization and Staffing
- Service Delivery
- Financial (All required forms and documents)
- Program Specific Requirements (as applicable)

**B. Phase 2 - Evaluation of POS Proposal Application (100 Points)**

**(1) *Background and Summary (10 Points)***

- The applicant has demonstrated a thorough understanding of the purpose and scope of the service activity.
- The goals and objectives are in alignment with the proposed service activity.
- The applicant has described how the proposed service is designed to meet the pertinent issues and problems related to the service activity.

**(2) *Experience and Capability (20 Points)***

The State will evaluate the applicant's experience and capability relevant to the proposal contract, which shall include:

- Demonstrated skills, abilities, knowledge of, and experience relating to the delivery of the proposed services.
- Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology.
- Demonstrated capability to coordinate services with other agencies and resources in the community.
- Adequacy of facilities relative to the proposed services.

**(3) Personnel: Program Organization and Staffing (10 Points)**

The State will evaluate the applicant's overall staffing approach to the service that shall include:

- That the proposed staffing pattern, client/staff ratio, and proposed caseload capacity is reasonable to insure viability of the services.
- Minimum qualifications (including experience) for staff assigned to the program.
- Demonstrated ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services.
- Organization Chart (Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks).

**(4) Service Delivery (50 Points)**

- Evaluation criteria for this section will assess the applicant's approach to the service activities and management requirements outlined in the POS Proposal Application.
- Describes the overall program content and design.
- Demonstrates an understanding of the various service activities and sequence of events.
- Presents evidence of cooperation and collaboration, and willingness to follow DHS requirements, policies and procedures.
- Demonstrates an understanding of the target group.
- Demonstrates knowledge of case documentation and case record maintenance.
- Demonstrates knowledge of handling customer service and complaints.
- Provides for public relations and community collaboration.

- Describes staff/program management activities.
- The evaluation criteria may also include an assessment of the logic of the work plan for the major service activities and tasks to be completed, including clarity in work assignments and responsibilities, and the realism of the timelines and schedules, as applicable.

**(5) Financial (10 Points)**

Pricing structure based on cost reimbursement:

- Applicant's proposal budget is reasonable and comparable to positions in the community and/or in the State given program resources and operational capacity.
- Adequacy of accounting system.

Tax Clearance Certificate (Form A-6)

An original or certified copy of a current, valid tax clearance certificate issued by the Hawaii State Department of Taxation and the IRS shall be submitted with the proposal.

**C. Phase 3 - Recommendation for Award**

Each notice of award shall contain a statement of findings and decision for the award or non-award of the contract to each applicant.

## Section 5 Attachments

### Attachment

### Document

- |   |   |
|---|---|
| A | Competitive POS Application Checklist               |
| B | POS Proposal Application - Sample Table of Contents |
| C | <i>(add additional attachments as applicable)</i>   |



# Competitive POS Application Checklist

Applicant: \_\_\_\_\_

RFP No.: HMS-903-04-08-S \_\_\_\_\_

The applicant's proposal must contain the following components in the order shown below. This checklist must be signed, dated and returned to the state purchasing agency as part of the POS Proposal Application. \*SPO-H Forms are located on the web at <http://www.spo.hawaii.gov> Click on *Procurement of Health and Human Services* and then on *Procurement Forms & Instruction for Private Agencies*.\*

Item	Reference in RFP	Format/Instructions Provided	Required by Purchasing Agency	Completed by Applicant
<b>General:</b>				
1. POS Proposal Application Title Page (SPO-H-200)	Section 1, RFP	SPO Website*	X	
2. Competitive POS Application Checklist	Section 1, RFP	Attachment A	X	
3. Table of Contents	Section 5, RFP	Section 5, RFP	X	
4. POS Proposal Application (SPO-H-200A)	Section 3, RFP	SPO Website*	X	
5. Registration Form (SPO-H-100A)	Section 1, RFP	SPO Website*	(Required if not Pre-Registered)	
6. Tax Clearance Certificate (Form A-6)	Section 1, RFP	SPO Website*	X	
7. Cost Proposal (Budget)				
SPO-H-205	Section 3, RFP	SPO Website*	X	
SPO-H-205A	Section 3, RFP	SPO Website*	X	
SPO-H-205B	Section 3, RFP	SPO Website*	X	
SPO-H-206A	Section 3, RFP	SPO Website*	X	
SPO-H-206B	Section 3, RFP	SPO Website*	X	
SPO-H-206C	Section 3, RFP	SPO Website*	If Applicable	
SPO-H-206D	Section 3, RFP	SPO Website*	If Applicable	
SPO-H-206E	Section 3, RFP	SPO Website*	If Applicable	
SPO-H-206F	Section 3, RFP	SPO Website*	If Applicable	
SPO-H-206G	Section 3, RFP	SPO Website*	If Applicable	
SPO-H-206H	Section 3, RFP	SPO Website*	If Applicable	
SPO-H-206I	Section 3, RFP	SPO Website*	If Applicable	
SPO-H-206J	Section 3, RFP	SPO Website*	If Applicable	
<b>Certifications:</b>				
8. Federal Certifications	Section 1, RFP	Section 5, RFP		
Debarment & Suspension		Section 5, RFP		
Drug Free Workplace Requirements		Section 5, RFP		
Lobbying		Section 5, RFP		
Program Fraud Civil Remedies Act		Section 5, RFP		
Environmental Tobacco Smoke		Section 5, RFP		
<b>Program Specific Requirements:</b>				
9. Audit Report	Section 3, RFP		X	
10. Organizational Chart	Section 3, RFP		X	

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

## POS Proposal Application Table of Contents

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2.	SPO-H-206A Budget Justification - Personnel: Salaries & Wages	
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1.		
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1.		